

Request for Quotation
RFQ-J4All-N.2024.05
USAID /Serbia Justice for All Project
October 2024

Development Professionals, Inc. requests a quote for the *Civil Law Procedural Improvements and e-Justice Innovation Assessment*, as outlined below:

BACKGROUND

Development Professionals, Inc. (DPI), an international consulting company based in Arlington, Virginia, USA, is currently implementing the USAID/Serbia Justice for All Project. The Serbian Branch of DPI is operating in Serbia since 2017.

INSTRUCTIONS TO OFFERORS

With this RFQ, DPI is soliciting offers from qualified consultant companies, consortium or qualified individual consultants to provide services for *Civil Law Procedural Improvements and e-Justice Innovation Assessment*. The USAID/Serbia Justice for All Activity is a five-year initiative designed to improve access to justice and strengthen the legal system in Serbia. The project focuses, in part, on ensuring that citizens can resolve legal issues more effectively while promoting transparency, fairness, and judicial efficiency. One of the primary goals is to rebuild public trust in the judicial system by addressing procedural inefficiencies and improving the quality of judicial decision-making. To address these challenges, the project will seek to introduce e-Justice tools-innovative, technology-driven solutions that streamline civil litigation processes, improve decision-making quality, and optimize the management of cases and legal data. To provide an evidentiary basis for the foregoing, the project aims to compare Serbia's judicial framework with international best practices, identify gaps, and propose reforms that introduce modern, efficient tools to enhance judicial efficiency.

Publishing date: October 21, 2024

Offer Submission Deadline

Offers must be received no later than **November 15, 2024, by 16:00h CET**.

Submission of Offers

All offers must be submitted electronically to the following email address: imandic@sebiaJ4all.com

Please quote reference "*RFQ-J4All-N.2024.05 Civil Law Procedural Improvements and e-Justice Innovation Assessment*" in the subject of the email.

Questions and Clarifications

All questions and clarifications regarding this RFQ must be submitted in writing to imandic@serbiaJ4all.com no later than **November 08, 2024, Belgrade time**. All correspondence must provide a reference to the RFQ number. Responses to the questions and clarifications will be published by DPI-Serbia by November 11, 2024, Belgrade time. Questions and clarifications that may be of interest to other bidders will be circulated to all parties that submitted the questions. **Phone calls to any staff members of the organization are strictly prohibited.**

Required Documentation

The offers must include the following:

- Duly filled and signed Annex 1: Bidder General Information or CV if individual consultant with list of references relevant for the assignment.
- Duly filled and signed Annex 2: Quotation Form.
- Track Record – list of clients or contractors for similar services within the last 3 years indicating description of contract scope, contract duration, contract value. The service provider's previous experience in delivering

similar services should be clearly demonstrated. The bidder should provide names and contact information for up to three (3) entities that can provide feedback on the service provider's performance (reliability of service).

- Proposal with a detailed description of services offered to DPI-Serbia, number of personnel with required qualifications to be assigned for the provision of services required.

Source/Nationality/Origin

Only firms or individual consultants legally registered in the Republic of Serbia may submit an offer in response to this RFQ.

Quotations

Prices must be quoted per deliverable and the total amount should be presented for the fixed price contract. No taxes or fees are to be added. DPI is VAT-exempt, and VAT shall not be included in the offered price. Offers must clearly list all the items, indicate unit prices, quantities, and total price. Quotations must be expressed as fixed price, in USD. When calculating your financial offer, the offeror should include all anticipated costs for the assignment such as labor, travel, accommodation, and Defense Base Act insurance. Please be advised, DBA insurance is mandatory for all subcontractors at their expense. DBA insurance is 0.75% of labor costs. **The total price for the services quoted in response to this RFQ shall not exceed \$7,000 USD (seven thousand US dollars).**

Validity Period

Offers must be valid for a minimum of ninety (90) calendar days after the offer deadline.

Negotiations

It is expected that awards will be made based on submitted offers. However, DPI reserves the right to conduct negotiations and request clarifications prior to awarding the contract.

Basis for Award

The award will be made to an offeror whose offer is compliant with RFQ instructions and is evaluated as the most advantageous for DPI. DPI may request interviews with select bidders as part of the decision-making process.

Terms and Conditions

The award is subject to DPI's standard terms and conditions. Please note that DPI standard payment terms are via bank transfer, ten (10) days upon receipt of the complete documentation after acceptance of the deliverables. No advance payments are possible.

TECHICAL REQUIREMENTS

SCOPE OF TECHNICAL ASSISTANCE:

The service provider will deliver targeted technical assistance aimed at improving procedural outcomes and judicial efficiency in Serbia's civil law system. The focus will be on addressing key inefficiencies, including delays, inconsistent application of procedural rules, and communication issues between the judiciary and litigants. These challenges affect the quality of judicial decisions and erode public trust in the legal system. A comprehensive procedural assessment will identify these gaps and serve as the foundation for implementing e-Justice solutions designed to streamline court operations, enhance decision-making, and improve the overall experience for justice seekers.

The provider will begin by conducting a desk review of Serbia's civil law procedures, focusing on areas such as pre-trial delays, inconsistent rule application, and communication issues. This review will highlight areas where improvements are necessary to strengthen judicial decision quality and public trust. Following the desk review, the provider will carry out a benchmarking analysis, comparing Serbia's civil law framework to those of regional and international peers. The analysis will emphasize successful integrations of e-Justice tools, such as AI-driven data analysis and automated case management systems, which can improve efficiency and transparency in civil proceedings. Using insights from the procedural assessment and benchmarking analysis, the service provider will develop tailored recommendations for introducing e-Justice tools into Serbia's civil litigation system. These recommendations will focus on enhancing procedural efficiency, standardizing case management, improving communications, and improving access to legal counsel.

Additionally, the provider will facilitate public discussions with legal experts, presenting the findings and gathering feedback. This dialogue will ensure that the recommendations are practical and well-supported by the legal community.

Finally, the service provider will compile a final report that integrates the findings, public feedback, and policy recommendations for incorporating e-Justice tools into Serbia's civil law system. The report will highlight how these reforms can address procedural delays, improve decision-making quality, and rebuild public trust. The final report will be presented to Belgrade Law Faculty students to engage future legal professionals in the potential of judicial innovation.

RESPONSIBILITIES AND TASKS:

Specific responsibilities and tasks will include the following:

1. **Procedural Gap Analysis, Benchmarking, and Draft e-Justice Recommendations:**

Conduct a comprehensive desk review of Serbia's civil law procedures, comparing them with regional peers and international best practices in terms of procedural outcomes, judicial decision-making, and use of technology in civil litigation. Identify key procedural gaps, such as delays, inconsistent rule application, and communication issues. Assess the impact of these gaps on the court user experience and decision quality. Perform a benchmarking analysis that compares Serbia's practices with international standards, identifying best practices in the integration of e-Justice tools like AI-driven decision-making and automated case management systems. Develop draft recommendations for introducing e-Justice tools tailored to Serbia's judicial needs, with a focus on improving efficiency, decision quality, and data management.

2. **Public Discussion and Feedback:**

Facilitate public discussions with the legal expert community to present the findings from the procedural analysis and the proposed e-Justice tools. Gather input from legal professionals and stakeholders to refine the recommendations and foster a collaborative approach to judicial reforms.

3. **Finalization of Report and Recommendations:**

Based on the feedback received from the public discussions, finalize the report and recommendations for procedural reforms and the introduction of e-Justice tools. Ensure the final set of recommendations is practical and aligned with Serbia's judicial framework.

4. **Engagement with Future Legal Professionals:**

Present the findings and recommendations of the final report to final year students at the Belgrade Law Faculty, sensitizing them to the innovation potential within the judiciary and encouraging them to support the adoption of technology-driven reforms.

EXPECTED DELIVERABLES:

The successful offer must provide the following deliverables:

• **Procedural Gap Analysis, Benchmarking, and e-Justice Recommendations Report:**

The consultant will produce a comprehensive report based on a thorough desk review and procedural gap analysis of Serbia's current civil law procedures. This report will identify key inefficiencies, such as delays in case processing, inconsistent rule application, and communication challenges between the judiciary and court users. It will compare Serbia's practices with regional peers and international best practices, providing an overview of potential improvements and the role of e-Justice tools. The analysis will focus on pre-trial delays, inconsistent application of rules, and ineffective communication, assessing the impact on court user experiences and decision quality. The report will also incorporate a benchmarking analysis, comparing Serbia's civil law practices with international and regional best practices. The report will conclude with draft recommendations for the introduction of e-Justice tools, such as AI-driven decision-making and automated case management systems, aimed at enhancing efficiency, decision-making quality, and data management in Serbia's civil law system.

- **Facilitate a 1-Day Workshop and Public Discussion Summary:**

1) *Facilitate a 1-Day Workshop:*

The consultant will lead a 1-day workshop, engaging a working group of judges, legal professionals, and other key stakeholders. The workshop will serve as a platform to present findings from the procedural gap analysis and proposed e-Justice tools. The consultant should collect critical feedback and insights during the workshop to refine and adjust the proposed recommendations.

2) *Public Discussion Summary:*

The consultant will prepare a comprehensive report summarizing the feedback and insights gathered during the 1-day workshop. This summary should focus on contributions from legal experts, particularly judges and defense attorneys, and provide a clear roadmap for refining the proposed reforms. The report will ensure that the e-Justice tools and procedural reforms are aligned with the practical needs of the judiciary.

- **Finalized Report with Recommendations for Procedural Reforms:**

After gathering input from the public discussions and workshop, the consultant will produce a finalized **Procedural Gap Analysis, Benchmarking, and e-Justice Recommendations Report**, which will include a set of recommendations for procedural reforms in Serbia's civil law system, with the goal of improving procedural outcomes, judicial decision quality and rebuilding public trust in the legal system. These recommendations should be actionable and practical, focusing on reducing procedural delays, improving access to justice, and standardizing evidence handling. Additionally, the report should detail the integration of e-Justice tools, such as AI-driven data analysis and automated case management systems, to enhance efficiency and transparency in civil proceedings. The report should be provided in Serbian with a courtesy English translation.

- **Presentation for Legal Students on Judicial Innovation:**

The consultant will deliver a presentation to final-year law students at the Belgrade Law Faculty, focusing on the findings and recommendations from the final report. The presentation will focus on the importance of judicial innovation and the adoption of e-Justice solutions in Serbia's civil law system, promoting efficiency, transparency, and modernized legal processes.

Acceptance requirements: Project component leader for Objective 2 will be in charge of acceptance of the technical deliverables described above. Upon her written acceptance in DPI standard form, payments per deliverables will be implemented by finance department.

Eligibility Criteria

Successful offerors must:

- Present Annex 1 and Annex 2 duly filled and signed as part of the application.
- Submit an offer in response to this RFQ before the mentioned deadline.
- Have at least 8 years of professional experience as a lawyer, with a focus on civil law reform, judicial procedural analysis, and judicial innovation. Extensive experience in drafting legal analyses, creating strategic documents, and developing procedural guidelines is essential. The offeror must demonstrate a proven track record of working with courts and judicial institutions on justice reform initiatives and the development of policy and regulatory frameworks. Experience in collaborating with the judiciary to implement procedural improvements is highly valued, as this role requires in-depth expertise in addressing operational challenges within court systems, including aspects like legal counsel access and evidence management.

Selection Criteria

The DPI Serbia will rely on the following factors as a basis of selection of the Bidder:

- ✓ Qualifications.
- ✓ Quality of the proposal and overall proposed solution.
- ✓ Response time for urgent matters that impede the work of DPI Serbia as a whole.
- ✓ Response time for all matters that do not fit into the "urgent matters."
- ✓ Rates for services and deliverables submitted by the Bidder.

Annex 1: Bidder General Information

We, the undersigned, hereby offer to provide the services listed in conformity with the Technical Specifications and requirements of DPI Serbia as per **Request for Quotation No. RFQ-J4All-N.2024.05**.

Company/Consultant Name:	
Postal Address and Phone No:	
E-mail Address:	
Experience (yrs.):	
Previous Clients:	
Name and Title:	
Signature and Date:	

Annex 2: Quotation Form

We, the undersigned, hereby offer to provide the services listed in conformity with the Technical Specifications and requirements of DPI Serbia as per **Request for Quotation No. RFQ-J4AII-N.2024.05**

All costs shall be expressed in USD without VAT

Deliverable	Fee per deliverable (including labor and DBA insurance)	Travel-related costs (hotel and per diem)	Other costs (Specify)	Total Cost of Deliverable
<p>Draft Procedural Gap Analysis, Benchmarking, and e-Justice Recommendations Report: A concise report covering a procedural gap analysis of Serbia’s civil law, identifying key issues like delays, rule inconsistencies, and communication breakdowns. It will also include a benchmarking analysis comparing Serbia’s practices with international and regional best practices, concluding with draft recommendations for implementing e-Justice tools such as AI-driven decision-making and automated case management, to improve efficiency, decision quality, and data management.</p>				
<p>Facilitate a 1-Day Workshop: Facilitate a 1-day workshop for legal professionals to present findings from the procedural gap analysis and proposed e-Justice tools and gather feedback (Note: participant costs are not included); and prepare a report summarizing the key insights and recommendations from the workshop discussions with legal experts.</p>				
<p>Finalized Report with Recommendations for Procedural</p>				



Web: www.developmentpi.com
 Email: contact@developmentpi.com
 HQ: m
 Vienna, Virginia

Reforms: A finalized Procedural Gap Analysis, Benchmarking, and e-Justice Recommendations Report , including a set of actionable procedural reform recommendations, incorporating e-Justice tools and stakeholder feedback.				
Presentation for Legal Students on Judicial Innovation: A presentation for Belgrade Law Faculty students emphasizing judicial innovation and the use of e-Justice tools.				
Total Bid Cost				

Authorized Signature: _____

Name & Title of Signatory: _____

Date: _____